

**191—23.11(516E) Prohibited acts—unfair or deceptive trade practices involving used or rebuilt parts.**

**23.11(1) *Used parts.*** Unless the parts were rebuilt in accordance with 23.11(2), a motor vehicle service contract provider may not use used parts to repair a motor vehicle covered by a motor vehicle service contract without prior written authorization by the vehicle owner.

**23.11(2) *Rebuilt parts.*** A motor vehicle service contract provider may not use rebuilt parts to repair a motor vehicle covered by a motor vehicle service contract unless:

- a.* The parts have been dismantled and reconstructed as necessary;
- b.* All of the internal and external parts have been cleaned and made free from rust and corrosion;
- c.* All impaired, defective, or substantially worn parts have been restored to a sound condition or replaced with new, rebuilt, or unimpaired used parts;
- d.* All missing parts have been replaced with new, rebuilt, or unimpaired used parts;
- e.* All necessary operations such as rewinding or machining have been performed; and
- f.* The parts have been put in working condition, using, if publicly available, the manufacturer's performance specifications in existence when the parts were originally manufactured as minimum standards.